

BBI/Six Core 7.28.2020 Office Hours Call

The topic of this call was about the use of data in implementing and supporting BBI and Six Core Strategies. Below are themes and strategies captured from the call.

Food for Thought about Data:

- Looking at data across a continuum that helps tell your story of change (going beyond did it work or did it not)
- From the beginning ask: What does success mean and how is it defined? (especially for families)
- When staff provide feedback/information/data and nothing is given back or done with that information it can be demoralizing
- Families are interested in data too and can provide information about what they would like to see change by discharge; families may see progress differently from providers
- Information/data being received as process improvement is so important so it's not viewed as punishing or just for compliance
- Data can be numbers but also the stories of youth and families and informal information you get from conversations from staff, youth, and families

Strategies:

- Create "data talks" for staff to ensure they know what data is meaningful and what our short and long term goals are
- Help staff understand why information you're collecting is important and how it will be used
- Create data communication loops between leadership, implementation teams, staff, youth, and families
- Use visuals when sharing data – keeping it simple tends to work best
- Get feedback from youth and families! Example questions:
 - Do we hear you?
 - Are we adapting?
 - Is this making a difference/are we helping?

Barriers PRTFS experience with use of Data:

- Can be difficult to make time to reflect on what data your agency has and what it means
- Often we view data as compliance-focused or receiving negative feedback instead of viewing it as a way to improve and go forward
- Hard to always know if the data is meaningful or valid
 - Ex. Length of stay data is complicated by youth not having a place to go
 - Ex. Youth regressing may be an effect of Covid rather than speaking to the services the youth received - Law of diminishing returns- after 9 months in residential things don't get better due to the hopelessness that can ensue
- Hard to see if you've made progress without baseline data

Resources:

- Slide deck on data and thinking about what your team wants to know (attached to this email)